



INFORMATION PACKAGE

Assistant Box Office Manager

Our organisation | The Tasmanian Symphony Orchestra (TSO) is one of Australia's leading performing arts companies and part of the DNA of Tasmanian cultural life – we have been inspiring, invigorating, and entertaining audiences through music since 1948. We are recognised across the island and throughout the world for our distinctive artistic identity that is forged from our people and our place. Our 47-piece orchestra performs an extensive and varied concert season in Hobart, a smaller season in Launceston, and concerts across regional Tasmania; as well as undertaking a significant recording schedule; undertaking meaningful community engagement projects; and delivering intensive training programs for players, composers, and conductors.

Our values | In 2021, the TSO embarked on a bold employee-led project to identify and finalise the new organisational values that will guide our strategy, decisions, and behaviour over the next ten years. From consultation with nearly 100 members of the TSO cohort, three clear and agreed values emerged: **connection**, **artistry**, and **integrity**. We commit to uphold these values in everything we do.

Our home | The TSO is inherently influenced and inspired by its home in lutruwita/Tasmania. The untouched wilderness and thriving cultural life of our state make it an inspiring and internationally sought-after location to live and work. Our main performance venue, rehearsal studio, and office are co-located on the Hobart waterfront, and musicians and staff alike value the community spirit and work-life integration that a small but vibrant capital city like Hobart provides.

Our people | The TSO community (musicians, staff, board, chorus, and supporters alike) are enterprising, curious, collaborative, and committed. United by a love of music and with a strong *esprit de corps*, employees are empowered to bring new and bold ideas to the table. We actively strive to maintain a workplace that is welcoming, inclusive, and safe for all.

About the opportunity | This position is one of the TSO's key client support roles, responsible for leading a customer-centric service department and ensuring that all processes and communications with internal and external stakeholders are performed in the most professional manner, and with the highest degree of expertise and excellence. Managing customer-facing sales activity and responding to feedback and complaints as required, you will not only supervise the team responsible for the vital customer relations that connects the TSO with its audiences, but you will also coordinate daily reporting and customer data analysis. Reporting to the Customer Experience Lead, you will help promote the TSO's artistic vision and assist in achieving sales benchmarks. Previous supervisory experience, particularly in a ticketing or sales environment, will be key to success in this role, along with a demonstrable career track record of top-quality customer service outcomes and accurate, timely completion of detailed transactions and reporting. A full position description, selection criteria, and information on how to apply can be found on the following pages of this Information Package.

POSITION DESCRIPTION

Position:	Assistant Box Office Manager
Department:	Box Office / Marketing and Public Affairs
Manager:	Customer Experience Lead
Supervises:	Casual Customer Service Consultants
Classification:	Level 2 (\$53,395 per annum) plus 10.00% superannuation
Working Conditions:	Tasmanian Symphony Orchestra Staff Agreement 2015
Position Description Prepared:	April 2022

Key Function

This role supervises the TSO Customer Service Consultants on a day-to-day basis, ensuring top quality customer service transactions and outcomes. Primarily servicing customers directly at the box office counter, this role also undertakes daily, weekly, and ad hoc ticket sales and box office reporting and data analysis and acts as a '2IC' to the Customer Experience Lead, including in the troubleshooting of systems and customer issues.

Duties and Responsibilities

Customer Service	<p>Proactively supervise the day-to-day operations of the TSO Box Office, including but not limited to:</p> <ul style="list-style-type: none"> • Being a consistent, knowledgeable point of customer service contact on the TSO Box Office counter • Maintain customer-centric approach in all points of contact with internal and external stakeholders; • Provide timely resolution to all customer complaints and issues; • Increase customer retention and loyalty by suggesting various incentives and programs for existing and new patrons of the orchestra; • Look for new ways of promotion of the brand without sacrificing the excellence or the integrity of the Orchestra
Box Office department	<p>Under the direction and broad oversight of the Customer Experience Lead:</p> <ul style="list-style-type: none"> • Build live and digital concerts and subscription seasons within Tessitura ticketing system; • Create promotion codes and assist with the technical aspects of launching Marketing campaigns; • Provide a high level of professional and friendly customer service to all the company's stakeholders and audiences; • Train Box Office staff in the use of the Tessitura ticketing system; • Advise on and / or undertake rostering of casual Box Office staff; • Establish and maintain a professional and friendly association with all external ticketing agencies with which the TSO engages.
Systems	<p>Working collaboratively with the Customer Experience Lead, the CRM Specialist, and any other relevant Box Office staff member:</p> <ul style="list-style-type: none"> • Maintain systems for the efficient operation of all the company's ticket sales across all channels and for all performances, including online integration;

	<ul style="list-style-type: none"> • Carry out necessary system adjustments and checks as instructed by the CRM Specialist; • Ensure the integrity and accuracy of all the company's customer records in both the Tessitura ticketing system and the company database are maintained; • Make recommendations for improvements in the company's ticketing systems and reporting.
Reporting	<p>Under the direction and broad oversight of the Customer Experience Lead:</p> <ul style="list-style-type: none"> • Work closely with the Director Marketing and Public Affairs to provide accurate information for the timely implementation of marketing strategies and the requirements of funding bodies; • Provide, in the required format, and in a timely fashion, daily, weekly and project-based sales reports to the Director Marketing and Public Affairs, CEO and others as required; • Maintain accurate accounting of the company's ticket sales and their reconciliation as required by the company's Director Business Services.
General	<ul style="list-style-type: none"> • Maintain excellent relationships across all areas of the TSO • Read, understand and comply with all TSO policies, procedures and reasonable directions • Contribute effectively towards the TSO's mission and act within the TSO values of connection, artistry, and integrity at all times • Willingly participate in the TSO's Annual Performance Review process and TSO's training and development programs as required • Acknowledge that this position description describes the broad scope of the role and is not an exhaustive list. It may also change from time to time with due consultation to meet the changing needs of the business.

This is a rostered, full-time role, working 36.75 hours per week. The TSO Box Office is open 10am – 4pm each weekday, and during these times, this role will primarily be based on the box office counter directly interacting with TSO customers in person and via telephone, supported by a Customer Service Consultant. To ensure the Box Office is adequately resourced on concert evenings, some night-time and weekend work will be required. When TSO performs at other locations around Hobart and wider Tasmania, this role may be required to travel to those locations to supervise, or undertake, the ticketing activities for the event.

Key Working Relationships

Internal	<ul style="list-style-type: none"> • Director Marketing and Public Affairs • Customer Experience Lead • CRM Specialist and wider Box Office Team • Marketing Team • Other TSO departments (particularly Philanthropy, Artistic, Operations, Finance), the CEO, and the TSO board and committee members
External	<ul style="list-style-type: none"> • TSO Subscribers and Single Ticket Holders • Ushers/Venue staff • TSO Donors and Supporters • Sponsors and partners • Hotel Grand Chancellor staff (location of TSO Box Office and venue) • Suppliers

Work Health and Safety

Under WHS legislation, you are required to comply with all WHS policies and procedures in the workplace and follow reasonable WHS directions.

While at work, workers must:

- take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions
- comply, so far as you are reasonably able, with any reasonable instruction given by the TSO to allow TSO to comply with WHS laws
- maintain a commitment to undertaking all duties in adherence with TSO's Covid-Safe protocol to ensure the continued safety of our staff, choristers, customers, and stakeholders
- co-operate with any reasonable policy or procedure of TSO relating to health or safety at the workplace that has been notified to workers including the wearing of provided Personal Protective Equipment (PPE) supplied to you by TSO.

Selection Criteria - Essential

- Demonstrated experience in a supervisory Customer Service role, preferably in the Performing Arts (or clearly transferable skills from another professional position)
- Excellent communication and interpersonal skills, written and oral, with the ability to customise the style and format of interaction depending on the context
- Demonstrated ability to find creative solutions in stressful situations, whilst always maintaining a commitment to financial accuracy and data integrity
- Demonstrated ability to use lateral and innovative thinking to achieve the best outcomes, and ability to remain calm and level-headed when confronted with challenges
- Demonstrated ability to provide timely and accurate reporting and business solutions, with solid Excel skills desirable
- Demonstrated leadership and maturity when undertaking all elements of staff management, the ability to supervise and coordinate a mix of personalities, and the ability to promote diversity and WHS within the workplace
- Demonstrated ability to create and maintain positive, trusting relationships internally, particularly with staff members you directly supervise
- Superior attention to detail and accuracy
- Sound analytical skills and ability to interpret complex customer data
- Reliable, consistent work ethic, and an ability to model high professional standards to others

Selection Criteria – Desirable

- Experience in using Tessitura CRM system, or similar
- Background in, or understanding of, classical music
- Background working in the Performing Arts or Entertainment industry

HOW TO APPLY

Process

If you would like to apply for this role, please submit the following:

- A current CV that summarises your previous work history, skills, and attributes
- A statement or cover letter (no more than three pages long) that addresses how your skills and experience meet the selection criteria

You must address each selection criteria clearly. Within your cover letter or CV, please ensure you include the names, job titles, and contact details for two referees, at least one of which should not be a current TSO employee.

Please submit your cover letter and CV in one combined document, in PDF format. Please address your application to Kateryna Collier (Customer Experience Lead) and email it to recruitment@tso.com.au

Closing date, interviews, and start date

Note that applications for this role may be reviewed as they are received, and you may be invited for a pre-interview phone screening ahead of the formal closing date.

The closing date for this role is Tuesday 21 June. The TSO intends to hold initial interviews for short-listed candidates within a few days of the role closing, at our Hobart office.

Please outline your earliest possible start date within your application.

For more information

If you wish to understand more about the role before applying, please contact Kateryna Collier (Customer Experience Lead) via recruitment@tso.com.au in the first instance.

Please note

The TSO celebrates workforce diversity and welcomes applications from all members of the community. We are committed to equal employment opportunity regardless of race, colour, religion, age, sexual orientation, marital status, disability, or gender identity.

If you have any accessibility requirements relating to applying for this role and attending an interview, please do not hesitate to contact Alison Nadebaum, Director People & Culture, via recruitment@tso.com.au so that we can accommodate these needs.

TSO holds the view that vaccination forms a key part of mitigating the COVID-19 risks to employee health, the safety of our audiences, and the ongoing operations of our company. Therefore, all employees, volunteers, and audience members are currently required to be double vaccinated or hold a valid medical exemption in order to enter the TSO workplace or venue/s. Employees will need to provide verification of their vaccination status prior to commencing work at the TSO workplace.